



Arizona Registrar of Contractors

Message from Israel G. Torres, Director

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Enhancements made to contractor license exam process

ROC adds new testing center, expands hours & capacity

When it comes to running your business, let's face it, we all want more time to focus on the things that matter most -- completing jobs, hiring the right people, and monitoring the financials. Recently the ROC changed the contractor's license examination process to benefit both aspiring and licensed contractors.

A key step in the licensing process is the successful completion of the contractor examination, which is taken at a designated ROC testing site. This month we've added a sixth testing location in Goodyear to give applicants in the growing western Maricopa County more convenience and accessibility. Our other testing sites are in Phoenix, Tucson, Flagstaff, Tempe and Casa Grande.

Additionally, all of the ROC's testing locations have expanded operating hours from five to six days a week and are now open 10 hours each business day so applicants can take the license exam when it best suits their schedules. Within these sites, the ROC has added testing stations to increase volume capacity so more contractors can move more efficiently through the license examination process.

At the ROC, we recognize the continued record-setting growth of our industry. These enhancements to the license examinations sites are necessary to ensure a fair, thorough, yet efficient testing process. As a matter of fact, when it comes to volume capacity, aspiring contractors took nearly 6,700 ROC license exams just last year. Outside the business management examination, which all licensees are required to take, the top five trade exams in order were:

1. general residential contractor and general small commercial contractor;
2. general commercial contractor;
3. commercial electrical;
4. residential painting and wall covering and commercial painting and wall covering; and
5. residential limited remodeling and repair contractor, carpentry, commercial remodeling and repairs, and residential general remodeling and repair contractor.

We make it easy for you to register, schedule and learn about the ROC license examination online at www.azroc.gov. Click on "Licensing" and then "Examination Requirements."

The ROC is committed to working on behalf of and partnering with aspiring and current Arizona-licensed contractors. Keeping this in mind, the ROC strives to make the licensing process straightforward from start to finish. For more information about licensing, visit the ROC Web site or call 602-542-1525, ext. 7605 or statewide outside Maricopa County at 888-271-9286, ext. 7605.

Israel G. Torres, Director

Investigations Update

Northern AZ man found guilty of theft

01-13-06: An unlicensed contractor has scammed one Williams homeowner out of \$1,600 when he agreed to provide and install floor coverings. Mr. Scott Carl Mefford submitted a written contract to do the home improvement job for \$2,000 and took a large down payment for the project. Mr. Mefford never provided any labor or materials for the flooring project. Mr. Mefford was indicted by a grand jury in Coconino County, entered a plea agreement with the County Attorney's Office, and adjudged guilty of theft. Mefford was ordered to pay restitution of \$2,100.



Tucson contractor operating without an ROC license

01-13-06: Tucson residents are urged to be on the lookout for A G Construction, which is not a licensed contractor. A Tucson homeowner has lost more than \$3,000 to a contractor advertising as AG Construction and using a false ROC license number. The homeowner contracted with the company to perform roof maintenance and tile work for \$5,600. The contractor took the money and has never returned to perform the requested work. Although several licensed contractors have similar business names, A G Construction is not licensed to perform construction work in Arizona.

ROC sting operation results in penalties for unlicensed contractor

01-13-06: A Bullhead City unlicensed contractor has received 24 months probation and a \$1,055

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ROC program helps small business contractors get licensed

Each year, the Small Business Advocate (SBA) program continues to help more and more new and aspiring contractors through the licensing application process. In just three short years since the program's inception, more than 7,000 licensees across Arizona have received assistance through the SBA program, which offers one-on-one assistance and detailed seminars that walk potential licensees through the application process.



In addition to personalized assistance, the SBA program provides weekly instructional classes that explain licensing requirements, forms and the overall process. The classes provide information on how to fill out the application thoroughly, what documentation is necessary for the application, and how to locate sources for the necessary documents. The seminars demonstrate how to compile all of the information in the application package.

If you know an aspiring contractor, you can refer them to the program by visiting www.azroc.gov or contacting the ROC office at 602-542-1525, ext. 7655, or toll-free statewide outside Maricopa County at 888-271-9286, ext. 7655.

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ROC wraps up first Women in Construction workshop series

It's not too late to participate in the ROC's first Women in Construction Workshop series and find out how to get into Arizona's fastest growing industry. Nearly 200 participants attended the first two workshops in the series packed with information about opportunities in the contracting industry as well as how to obtain a license.

The ROC partnered with the National Association of Women in Construction Greater Phoenix and East Valley chapters and the National Association of Women Business Owners Phoenix chapter to develop and host the workshop series to encourage women to pursue careers in the construction industry. The first workshops covered various topics including basics about the ROC and the contracting industry, and how to become a licensed contractor.



The third workshop in the series, *Maintaining Your License*, will be held January 19, 10 a.m. to noon, at the ROC office in Phoenix. This workshop will address ROC workmanship standards, tips on protecting and maintaining a contractor's license, the complaint process, job site inspections, administrative hearings and ROC programs for contractors and consumers.

To register for the Women in Construction Workshop, contact the ROC at 602-542-1525, ext. 7106, or toll-free statewide outside Maricopa County at 888-271-9286, ext. 7106, or complete a simple registration form online at www.azroc.gov/wic.

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Arizona Legislature kicked off regular session Jan. 9

fine after he plead guilty to contracting and advertising without a license. Mr. Fernando Lozoya had submitted a written proposal for contracting work to ROC investigators posing as homeowners during an ROC sting operation in Bullhead City. The ROC conducts pro-active enforcement to protect the licensed contracting industry through its sting operations. ROC investigators target unlicensed contractors who advertise their services to the general public and do not disclose their unlicensed status.

Protect yourself against unlicensed contracting scams!

To report possible fraudulent home improvement activities or if you have been approached door-to-door by someone claiming to be a contractor, contact the ROC at 602-542-1525 or toll-free outside Maricopa County at 888-271-9286, or visit www.azroc.gov. Check the company's license status and report the company to the agency if you suspect a scam.

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Upcoming Events

Jan 13-15: Maricopa County Home & Garden Show, Arizona State Fairgrounds. Visit the ROC information booth!

Jan. 19: Lovin' Life Senior Expo, Rodeway Inn Conference Center, Tucson. Visit the ROC information booth!

Jan. 19: ROC Women in Construction Workshop: Maintaining Your License, 10 a.m. – noon, ROC Phoenix Office, 800 W. Washington St., first floor auditorium

Jan. 24: Lovin' Life Senior Expo, Sundial Recreation Center, Sun City. Visit the ROC information booth!

Feb. 23-24: Arizona Construction Career Days, 8 a.m.-1 p.m. (both days), Army National Guard-Papago Facility, 5636 E. McDowell Road, Phoenix.

[» More information](#)



As Arizona legislators begin the 2006 Regular Session, the ROC plans to support legislation that protects and preserves licensed contracting in our state. To that end, the agency will support legislation that deters unlicensed contacting and significantly increases penalties for repeat offenders.

As the session continues over the next few months, the ROC will monitor and evaluate legislation based on the benefit to all its stakeholders and will keep you posted of efforts in which you may want to be involved. As always, the ROC team members are ready to assist you in a variety of ways and if you have any questions regarding how proposed legislation might impact you, contact us at 602-542-1525 or toll-free statewide outside Maricopa County at 1-888-271-9286.

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Construction Management Program to launch on the 'Net

The Del E. Webb School of Construction (DEWSC) at Arizona State University has partnered with constructNet International, Inc. (cNI) to place the School's successful non-credit Construction Management Program on the Internet. The first online course, The Construction Enterprise: Avoiding Failure, will launch in mid-February. As the course is Web-based, participants can take it anytime, anywhere.

The DEWSC's Construction Management Program has been one of the most successful construction certificate programs in the country. It draws not only members of the construction field, but also others who are related to the industry, such as attorneys, bankers, CPAs and developers. The program is geared toward people interested in learning construction language and processes, persons currently in the industry who want to increase their knowledge and skills, and for those who want to enter the industry as a career.

This class is the first in a series of online courses, developed by Dr. Tom Schleifer, Eminent Scholar at the School of Construction and renowned turn-around expert in the construction industry. Schleifer cites 10 prominent reasons that companies fail and this course explains five of those in detail, and recommends how to avoid the pitfalls. It is particularly critical to small and start-up companies, and those on a fast-growth curve.

To learn more, call 480-346-4233, or go to www.constructnetonline.com.

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